



STATE OF TENNESSEE
Department of Finance and Administration, Bureau of TennCare
AMENDMENT # 3
RFP # 318.65-211

November 1, 2007

The subject RFP is hereby amended as follows.

A. The following RFP Schedule of Events updates or confirms scheduled RFP dates.

EVENT	TIME	DATE	UPDATED/ CONFIRMED
1. State Issues RFP		9/12/2007	CONFIRMED
2. Disability Accommodation Request Deadline		9/19/2007	CONFIRMED
3. Pre-proposal Conference	1:00 p.m. CDT	9/21/2007	CONFIRMED
4. Notice of Intent to Propose Deadline		9/25/2007	CONFIRMED
5. Written Comments Deadline		10/1/2007	CONFIRMED
6. State Responds to Written Comments		10/25/2007	CONFIRMED
7. Proposal Deadline	2:00 p.m. CST	12/3/2007	CONFIRMED
8. State Completes Technical Proposal Evaluations		12/17/2007	CONFIRMED
9. State Opens Cost Proposals & Calculates Scores	9:00 a.m. CST	12/18/2007	CONFIRMED
10. State Issues Evaluation Notice & Opens RFP Files for Public Inspection	9:00 a.m. CST	1/18/2008	CONFIRMED
11. Contract Signing		1/21/2008	CONFIRMED
12. Contract Signature Deadline		1/22/2008	CONFIRMED
13. Performance Bond Deadline		1/29/2008	CONFIRMED
14. Contract Start Date		2/1/2008	CONFIRMED

B. The following State responses to the questions detailed shall amend or clarify this RFP accordingly.

Disclaimer: Statements made in the Questions/Comments column are the opinion of the submitting vendor. The State does not confirm the validity of statements made referencing TCMIS functionality in the existing contract. Proposers should rely on information and requirements provided to them from the RFP or reference material.

B.1. Delete question #57 and State's response in their entirety and replace with the following:

QUESTION/COMMENT	STATE RESPONSE
57. ProForma Contract Section A.4.1.1.4 Change Management -- Please identify the certification requirements which will exist at the time of contract date. Also, please provide the estimated efforts to complete those maintenance activities.	A listing of Certification guidelines has recently been provided by CMS and is now available in the Procurement Library resources. The Bureau will provide the information to vendors on CD upon request.

B.2. Add the following question which was inadvertently omitted from original questions and state's response in Amendment #2.

QUESTION/COMMENT	STATE RESPONSE
259. Section A.6 contains minimum technical and project manager/analysts levels that are significantly larger than what the current contractor has in place. Please clarify that the staffing levels in the chart on page 316 are in addition to the modification hours on page 314.	<p>The staffing volume has been reduced. Refer to Section C.1 and D.1 of this Amendment.</p> <p>The maintenance and user support staffing levels are in addition to the modification and enhancement hours.</p>

C. Amend the following RFP Sections.

C. 1 Delete RFP Attachment 6.1, Pro Forma Contract Section A.6.2.2 in its entirety and insert the following in its place:

A.6.2.2. Maintenance and User Support Staff

The Maintenance and User Support Staff should include, but not be limited to, the job categories, quantity of staff, and percentages of onsite, offsite, dedicated, and shared resources as defined in the following table. The Contractor must ensure that the Bureau will receive a minimum of 1,770 hours per person per year in these categories. This time includes all time with the exception of Holidays, Vacations, and Sick time.

If the total of a job category falls below the minimum, or the Contractor falls below the threshold staffing levels, the State may impose liquidated damages. Refer to part 6.1.2.2.2.17 of the Contract. See also parts 6.1.2.2.2.18 and 6.1.2.2.2.19 for liquidated damage assessments for on-site and dedicated staffing requirements.

Maintenance and User Support Staff Table

CATEGORY	# of Staff	Onsite %	Offsite %	Dedicated %	Shared Resource %
Information Specialist - Senior	12	75%	25%	95%	5%
Information Specialist	2	75%	25%	95%	5%
Information Analyst	9	75%	25%	95%	5%
Information Associate	2	75%	25%	95%	5%
Business Services Analyst - Senior	4	100%	0%	100%	0%
Business Services Analyst – Advanced	5	100%	0%	100%	0%
Business Services Analyst	6	100%	0%	100%	0%
Technical Delivery Team Manager	4	100%	0%	100%	0%
Project Manager	3	100%	0%	100%	0%
Project Analyst - Senior	2	100%	0%	100%	0%
Project Analyst - Advanced	2	100%	0%	100%	0%
Project Analyst	2	100%	0%	100%	0%
Data Base Administrator	2	50%	50%	95%	5%

CATEGORY	# of Staff	Onsite %	Offsite %	Dedicated %	Shared Resource %
Data Base Associate	1	100%	0%	100%	0%
Infrastructure Specialist Senior	3	75%	25%	95%	5%
Systems Administrator - Advanced	2	100%	0%	100%	0%
Systems Administrator	2	100%	0%	100%	0%
Network Administrator	2	100%	0%	100%	0%
Computer Operator	2	100%	0%	100%	0%
QA Specialist - Advanced	5	100%	0%	100%	0%
QA Specialist	5	100%	0%	100%	0%
Documentation Project Manager	1	100%	0%	100%	0%
Technical Writer	5	100%	0%	100%	0%
Specialized Support Clerk	2	100%	0%	100%	0%
General Support Clerk	2	100%	0%	100%	0%
Change Management Coordinator	1	100%	0%	100%	0%
Release Coordinator	1	100%	0%	100%	0%
Work Planner	1	100%	0%	100%	0%

D.1 Add RFP Attachment 6.13, Current Facilities Management Organization Chart.

Attachment 6.13: Current Facilities Management Organization Chart

September 2007
State

